uonews
Universal Orlando Resort™ Team Member Newsletter
October 2 - 15, 2017

Making a Splash!

INSIDE THIS ISSUE

Comcast NBCUniversal Responds to Hurricane Irma

UO Receives **Golden Ticket Awards**

CommUnity Outreach Campaign Extended to October 13

Health Fair Returns October 11

Teams Deliver All Summer Long to Enjoy a Special Nighttime Celebration

The winning teams from this year's ***Universal Way Summer Service Showdown*** **(The Wizarding World of Harry Potter™ - Diagon Alley™, IOAsis Team Member Grill,** and **Volcano Bay's River Village & Premium Services)** enjoyed a nighttime celebration party at Universal's Volcano Bay!

The attendees enjoyed food, refreshments, prizes, and got to experience some of Volcano Bay's best attractions! From these team winners to individual **Going Out of Your Way** winners to **MVP awards** - Team Members were recogznized all summer long for delivering service excellence.

Congratulations to all of the winners!

UNIVERSAL ORLANDO RESORT

What's New

THAT'S THE TICKET

NEW! Team Member Discount to Scareactor Dining Experience on Sundays

The Scareactor Dining Experience is an all-you-care-to-eat, Halloween Horror Nights-themed dinner buffet. It includes a special menu, a digital download of one (1) photo taken during the dining experience, and a chance to encounter some of this year's most popular scareactors.

This year, **Team Members receive a 25% discount** on select dates!

October 1, 8, 15, 22, 29

Purchases can be made at Universal Studios' Monsters Cafe™, and Team Members must show ID at time of purchase. Seating is limited.

Team Member COMP PASS Distribution Coming October 5

Team Members who are eligible to receive comp passes as part of our regular quarterly distribution will see tickets added to their account on Thursday, October 5, when they sign in to the Team Member Comp Pass system.

To be eligible for passes, Team Members must be actively employed as of October 5, must be actively employed at the time of picking up passes, and must have worked a minimum of 32 hours between July 2 and September 30 of 2017.

As a reminder, Team Member Comp Passes are subject to blockout periods. Team Members may obtain a list of blockout periods by referring to the blockout calendar on **UOTeam.com/comppass**, or by calling the **Comp Pass Hotline at 407-224-6110.**

*(**Note:** Team Members who leave the company in good standing will have access to their account for 180 days from their last day worked. Team Members who leave the company who are not in good standing will lose their access immediately.)*

Halloween Horror Nights Food...

Guests have already begun to experience the terror and excitement of this year's Halloween Horror Nights event. In addition to 9 horrifying haunted houses and 5 spine-chilling scare zones, guests can satisfy their appetites on a series of new menu items created specially for the event:

- **Pepperoni & Sausage Calzone** - Louie's Italian Restaurant™
- **Cheesesteak, Pizza Fries, and Funnel Puffs** - KidZone Pizza Company™
- **Fiery Onion Ring Burger** - Mel's Drive-In™
- **Chili Garlic Chicken Sandwich** - Richter's Burger Co.™
- **Halloween-inspired Donut** - Fast Food Boulevard™
- and **more**!

Our adult guests can also quench their thirsts with 3 new specialty alcoholic beverages:

- **Liquid Fear** • **Liquid Courage** • **Midnight Madness**

For those guests looking to sweeten up their night, this year's event features 3 delectable frozen beverages of the following flavors:

- **S'mores** • **Pumpkin Spice** • **Candy Corn**

... and Merchandise

Guests also have the opportunity to take the horror home with them with a variety of themed merchandise including:

- **T-shirts** • **Hats** • **Hoodies** • **Coffee mugs** • **Tumblers** • **Shotglasses**
- **Keychains** • **Collectible Pins** • **Halloween masks** • and more!

Event-themed merchandise can be purchased at the **Halloween Horror Nights Tribute Store**, **Universal Studios Store**™, **MIB Gear**, **The Film Vault**, **Williams of Hollywood**™, the **Production Central Kiosk**, and various merchandise carts.

Team Member Tickets to Halloween Horror Nights 2017

Reminder: Eligible Team Members Can Still Invite a Guest to One (1) of Four Remaining Event Nights!

UNIVERSAL'S HALLOWEEN HORROR NIGHTS

SELECT NIGHTS • 15 SEPT – 4 NOV

For the first time ever, UO Team Members are able to bring a guest to a Halloween Horror Nights event night for free! Team Members have the option to convert one (1) of their quarterly comp passes to a Halloween Horror Nights ticket, valid on one (1) of the following remaining event nights:

Wednesday, October 4 • Monday, October 30 • Friday, November 3 • Saturday, November 4

Visit **UOTeam.com/comppass** for detailed instructions on how to place orders. If you don't use the ticket, it goes back in your regular quarterly comp pass bank - and as always, Team Members will be able to purchase discounted tickets for up to six (6) guests over the course of the event.

Note: The Halloween Horror Nights Complimentary Guest Ticket offer is not available to third party, concessionaires, or Loews Hotel team members.

In the Spotlight

UO Wins Golden Ticket Awards!

The Golden Ticket Awards are presented to the "Best of the Best" in the amusement industry calculated from an international poll conducted by Amusement Today.

Surveys were sent to a database of experienced and well-traveled amusement park fans around the world – in balanced geographical regions – asking them to rate the "bests" in 29 categories.

Fun Fact: One of our very own Team Members, **Frank Hamedl** (Intern, International Operations), received a 'Mr. Golden Ticket' award for his previous work with the amusement park *Lake Compounce* in Bristol, Connecticut. Frank also assisted with hosting duties for this year's event. Congratulations, Frank!

Best Halloween Event
Halloween Horror Nights at Universal Orlando Resort

Best Indoor Roller Coaster
Revenge of the Mummy at Universal Studios Florida

Comcast NBCUniversal's Response to Hurricane Irma

Comcast NBCUniversal Makes Additional $1 Million Cash Donation to Hurricane Relief Efforts, Bringing Total Contributions to Almost $20 Million in Cash, Funds Raised, and In-Kind Support

In the aftermath of Hurricane Irma, which has impacted Florida and nearby areas with such devastation, Comcast NBCUniversal recently announced it's making an additional donation of $1 million in cash to support relief efforts. This brings the company's direct cash contributions to $2.5 million. These cash donations, combined with in-kind support and funds raised through local NBCUniversal telethons for both hurricanes Irma and Harvey, raise Comcast NBCUniversal's total contributions to almost $20 million. The giving includes a previous cash donation of $1.5 million to the American Red Cross, the Hurricane Harvey Relief Fund established by Houston Mayor Sylvester Turner, and J.J. Watt's Houston Flood Relief Fund. The company has also donated $12 million in advertising time on Xfinity TV to run public service announcements about relief efforts and has raised over $5 million for the American Red Cross from contributions made during local phone banks and telethons that aired on NBC and Telemundo owned stations and the Telemundo network earlier this month.

"The devastation from hurricanes Harvey and Irma is heartbreaking," said Dave Watson, Senior Executive Vice President of Comcast Corporation and President and CEO of Comcast Cable. "With nearly $20 million in contributions for relief efforts, today's additional cash pledge of $1 million is another step in our company's commitment to providing a combination of financial and additional resources to assist the massive relief efforts as our communities, customers, and employees recover from these unprecedented storms."

COMCAST NBCUNIVERSAL

Comcast also has launched an On Demand feature on Xfinity TV that makes it easy for the company's more than 22 million video customers to support hurricane relief by either saying "Hurricane Relief" into their Xfinity X1 voice remote or clicking on the "Donate Now" screen and choosing to donate in the amount of either $1, $5, or $10. This donation feature was available through September 30, and the amount will appear on a customer's bill as "Hurricane Relief Donation" with 100 percent of the donations going to the American Red Cross, the United Way, the Hurricane Harvey Relief Fund, and the Florida Disaster Fund. In addition, Comcast has opened up thousands of Xfinity WiFi hotspots at shops, parks, and businesses in Houston, Florida, Georgia, and South Carolina to non-Xfinity customers and relief workers for free to help them stay connected.

Several NBCUniversal networks, including NBC, Bravo, Oxygen, E!, and Universo, also broadcast "Hand in Hand: A Benefit for Hurricane Relief" on September 12. This special, which also appeared on other networks, was filmed in several cities across the country, including on the Universal Lot in Los Angeles, and raised over $44 million by the media industry in the first day alone. With the app and website still collecting donations, the total raised from the telethon is expected to continue to grow.

WHEN IN NEED

401(k) Hardship Withdrawls After Hurricane Irma

In response to Hurricane Irma, participants in the Universal Orlando 401(k) Retirement Plan may be eligible for a hardship withdrawal from their 401(k) account balance.

This is a temporary provision that has been added to our 401(k) Retirement Plan to allow for hardship distributions for those that live in a FEMA-designated hardship area and have suffered a loss due to Hurricane Irma.

An individual who resides outside the affected area can take a hardship distribution and use it to assist a child, parent, grandparent or other dependent who lived or worked in a FEMA-designated hardship area. There is no change to tax treatment and a 10% early withdrawal penalty will still apply, if applicable. **This special hardship provision will expire on January 31, 2018.**

For more information, please contact the **Benefits Department at (407) 363-8035.**

Universal Orlando Can Help with Tuition Reimbursement

Universal Orlando's Tuition Reimbursement Program is available to assist full-time (regular) Team Members in advancing their career and/or educational interest. Full-time Team Members who have completed six months of continuous service with the Company are eligible to participate within the established guidelines.

Tuition, books, and laboratory fees will be reimbursed at 75%, up to a combined maximum of $700 per undergraduate course, and up to a maximum of $1000 per graduate course. A maximum of 8 courses per calendar year can be reimbursed providing a grade of "C" or higher is earned at the undergraduate level and a grade of "B" or higher is earned at the graduate level.

Stop by the Benefits Department in B-111 for additional information or call 407-363-8035.

Making an Impact

OUR DIVERSE UNIVERSE

Throughout the year we honor the vast diversity across the varying abilities community. In October, we're excited to celebrate National Disability Employment Month with the Comcast NBCUniversal Enrichment Series.

This live broadcast will highlight Comcast NBCUniversal's commitment to the varying abilities community, as we develop talent, attract customers, and create innovative products and services.

MyAbilities- Enrichment Series:
National Disability Employment Month
Tuesday, October 10
Noon - 1:00pm
B-112, Rm. 4

Join us to learn from our sister NBCU business, Golf Channel with Debra Conrad (Director, Japanese Operations) and Jennifer Alter (Director, Chinese Operations) as they share their best advice, personal growth, and career development.

Focused on the Japanese and Chinese markets, they will share insights on cultural competence and multicultural team cross-collaboration.

Lessons From Golf Channel:
Growing the Game in Asia
with Debra Conrad and Jennifer Alter
Thursday, October 12
CityWalk's Rising Star
Noon - 1:00pm

UO's Veterans Network is celebrating the U.S. Navy's 242nd birthday and invites you to join them in honoring this branch of the U.S. Military with a special flag raising ceremony and cake cutting! No registration necessary.

U.S. Navy
Birthday Celebration
Monday, October 13

Flag Raising	Cake Cutting Ceremony
8:30am - 9:00am	Noon - 12:30pm
B-110 Entrance	Backlot Bistro

Team Members, partners, family, friends, and allies are all welcome to walk in this year's Come Out with Pride Parade! Enjoy a special Team Member pre-parade gathering with snacks and light refreshments. Help represent our brand, connect with the community in a positive way, join our characters, and walk along the parade route.

Come Out with Pride Parade
Saturday, October 14
Pre-Parade Gathering: 3:30pm
Parade Schedule Start-Time: 4:00pm

Visit **UOTeam.com/diversity** and click **"Event Sign Up"** to register.

Sign Language Service available upon request via registration system. Please note ASL Interpreters are subject to availability.

Community Outreach Campaign Extended to October 13

ANNUAL WORKPLACE GIVING CAMPAIGN
COMMUNITY OUTREACH
UNIVERSAL ORLANDO RESORT™

Universal Orlando Team Members have been making an impact in our community year after year, so don't miss your opportunity to take part in the this year's campaign - now extended to October 13!

Already Participating? Your Pledge Does NOT Automatically Renew for the 2018 Campaign

If you are already donating through weekly payroll deductions, your pledge will NOT automatically renew this year and you will need to complete a new pledge.

How to Sign Up or Renew Your Pledge

- Online - Team Members may sign up online on myUO (accessible from any on-property computer, including Team Member Communication Station computers located at Team Member Services, Wardrobe, IOAsis, Break-Away Café, and Exchange Drive).
- Complete a Printed Pledge Form - Pledge forms are also available at Team Member Services in B-111, or for download on **UOTeam.com/workplacegiving.**

Did you Know?

Dollars pledged to the campaign will stay right here in Central Florida, assisting local organizations. You can choose to donate to one or several of the Universal Orlando Foundation Funds that speak to you.

In addition to the knowledge that a pledge is helping to transform lives, to show appreciation for your actions, eligible Team Members may receive the following at certain giving levels. Pledge:

$5 per week or donate $260 as a lump sum donation to receive two (2) one-day, one-park passes to Universal's Volcano Bay™.

$10 per week x 52 weeks or donate $520 as a lump sum donation to receive one (1) Universal Orlando 2-Park Preferred Annual Pass.

$15 per week x 52 weeks or donate $780 as a lump sum donation to receive two (2) Universal Orlando 2-Park Power Annual Passes.

$20 per week x 52 weeks or donate $1,040 as a lump sum donation to receive two (2) Universal Orlando 2-Park Preferred Annual Passes.

All passes are provided by Universal Orlando and will be distributed to eligible participants via the Team Member Comp Pass System and will be available for redemption beginning December 15, 2017. As a reminder to those participating in the current campaign, Annual Passes not redeemed by December 10, 2017 will be voided.

In the Volunteer Spotlight: Laura Singleton

Hometown: Dayton, Ohio
Role at UO: Representative, Licensed Partners **Years with UO:** 7 years
Volunteer Organizations (where do you primarily volunteer?): I volunteer at Second Harvest Food Bank and participate in projects on-site such as making cards for Nathaniel's Hope and creating sock puppets for MicheLee Puppets. Nathaniel's Hope is a project that our team has committed to doing on a recurring basis together. **Years Volunteering with these organizations?** 5 years.

What does your Volunteer role consist of?
It depends on where I am volunteering. I enjoy helping others, and projects that can be done here on-site with the team is always something I look forward to. At Second Harvest Food Bank, I have contributed to creating packages of food that go out to members of the community. Here on property, I have folded and stuffed cards that go out to children with Nathaniel's Hope and created sock puppets for MicheLee Puppets.

What was your most memorable experience?
My most memorable volunteer experience was with Canine Companions for Independence. It was my first time with the organization, and we ended up building a new playground for families with children who visit the location. The new area looked beautiful once it was finished and I am so proud to have been a part of the group that made it possible.

Know Your Stuff

Your Resources to Answer Guest Questions

There's a variety of tools and resources available to ensure we provide our guests the most accurate and important answers and information.
Here's an overview of each and how it can help you **"Know Your Stuff":**

TEAM MEMBER REFERENCE GUIDE (dstributed by Park Operations)

What is it? The Team Member Reference Guide is an easy-to-read, pocket-sized tool to carry with you to help answer guest questions.

What's in it? Access entertainment schedules, attraction operating hours and height requirements, restaurant offerings, designated smoking areas, amenities, and more.

Where can I find it? Available at Wardrobe, key Team Member grills, and other convenient locations across property. Also available for download from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer).

When is it updated? Weekly

DAILY PARK NEWS (distributed by Park Operations)

What is it? The Daily Park News provides a detailed snapshot of important operational information across property.

What's in it? Reference this one-sheet to learn about delayed openings, seasonal downtimes, park hours, and more.

Where can I find it? Posted in your venue (ask your manager for more information). Also available for download from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer).

When is it updated? Daily

4-INFO FOR ADDITIONAL HELP WHEN ASSISTING GUESTS (operated by Guest Services)

What is it? Team Members can dial 4-INFO (4-4636) to speak directly with a Guest Services Coordinator for assistance with guest questions.

What can they help with? A Guest Services Coordinator can provide the most up-to-date information on topics like attraction downtimes, current wait times, weather reports, and other guest-related questions.
NOTE: 4-INFO is exclusively reserved for Team Members that have questions related to guest inquiries/interactions. Please do not contact 4-INFO for Team Member-related questions (i.e. comp pass information, ticket discounts, call transfers, or other concerns).

How do I access it? Dial 4-INFO from any on-property, landline phone.

When is it available? Available during park operating hours.

uKNOW & uKNOW Español (administered by the Knowledge Management team)

What is it? uKNOW is an online resource that provides Team Members quick access to resort and operational information, so they can assist our guests with efficiency and accuracy.

What's in it? Some of the highlights include:

- Featured Topic: Stay up to date on the latest big news from around our resort.
- Trending: Things are constantly changing around our universe, stay tuned to the 'Trending' list (right) to stay in the know on the latest updates.
- Quick Links: One-click access to topics like On-Site Hotels, Tickets & Add-Ons, Annual Pass, Dining, and more.
- Phone List: Check out this easy-to-navigate list of contact numbers.
- General UO Information: A comprehensive library of information on every park and CityWalk.
- Search Function: Can't find what you're looking for? Use the search bar at the top-right!

How do I access it? It's just a click away from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer).

When is it updated? Continually, as soon as information is available and/or updated.

NOTE: Feel free to leave feedback on the uKNOW site or email the Knowledge Management team at **uKNOW@universalorlando.com.**

REMEMBER: *When in Doubt, Check It Out!*

LOST AND FOUND

Help Return 3D Glasses and TapuTapu™ Wearables

Sometimes guests are unaware that our 3D glasses are meant to be reused and are not to be removed from our attractions. Occasionally, Team Members may find 3D glasses from attractions in other venues, including food and merchandise locations throughout our resort.

To ensure that we have enough glasses to properly serve each guest, we encourage all Team Members to return any stray 3D glasses they find to their home venue so that they can be washed and added back into circulation. Glasses may be returned to their venue or in a special drop-off location in B-114.

Team Members may also call the **3D Glasses Hotline at 2-0680** for the most up-to-date dropoff locations. Not only will this save money, but will support our Green is Universal initiatives by re-using instead of re-buying.

If you see guests wearing or carrying 3D glasses outside these attractions, politely ask them to return them so other guests can enjoy our 3D experiences, too.

Did you find a Volcano Bay TapuTapu Wearable? Please return it to your nearest location!

- **USF:** Return to Lost & Found located at Guest Services
- **IOA:** Return to Lost & Found located at Guest Services
- **CW:** Return to the CityWalk Guest Services Location
- **Volcano Bay:** Return to any Back-of-House return bin, Concierge, or Guest Services
- **Loews Hotels:** Return to the front desk of your hotel
- **Off Property:** Please e-mail **VB-EntranceOpsMgmntTeam@universalorlando.com** so that we can arrange pick-up

Around Our Universe

WHAT'S THE BRIGHT IDEA?

Have an Idea for *Productivity Plus*? We May Already Be Working On It!

It is part of Universal Orlando's mission to provide an environment where Team Members are proud to work – and one of the key ways we achieve that important part of our mission is by listening to the suggestions of our Team Members, whether they be ideas for ways to cut costs, enhance revenue, or increase guest and Team Member satisfaction.

Productivity Plus is UO's official suggestion program, and a valuable communication tool for Team Members year round. Here are a few pointers to get the most out of your ideas:

- Since *Productivity Plus* is a paperless system, we respond to your suggestions – and reward approved ideas – online. After you submit a suggestion, you can simply look up responses by entering your Team Member ID.
- We encourage you to check out the Frequently Asked Questions before submitting your idea to see if we already have an answer for your suggestion. This could save you a lot of time!
- If you have a suggestion within your area, you should go to your manager or supervisor first. They may be able to offer you an immediate response.
- For green-related ideas, please check the 'Green Is Universal' site on **myUO** for a list of Frequently Asked Questions before you submit your idea.

PRODUCTIVITY plus

Do You Have a Suggestion on How We Can Improve Business at UO?

Communications Stations are located in Wardrobe, IOAsis, Backlot Bistro, the Break-Away Café, Exchange Drive, NPS Wardrobe, and Team Member Services. The system is also accessible via **myUO**.

Submit your suggestion today!

THE LAUER FAMILY FOUNDATION
CHANGEMAKER SCHOLARSHIP
FUNDING THE EDUCATION OF STUDENTS
WITH A PASSION FOR COMMUNITY SERVICE

Now Available – The Lauer Family Scholarship

During Steve Burke's Leadership Spotlight on Thursday, September 28, Matt Lauer announced the launch of the "Lauer Family Foundation Changemaker Scholarship," a program designed to assist children of NBCUniversal employees **(including those of Universal Orlando Team Members)** who plan to continue their education in vocational school programs, college, or graduate school.

The Foundation will award two college scholarships in the coming months to help NBCUniversal families realize the educational dreams and potential of their young scholars. Additionally, the two recipients will also be given a second financial grant that they will be able to donate to a community service project organization of their choosing. The idea is to inspire their desire to pay it forward and deepen their passion for community service.

To find more information about the Lauer Family Foundation Changemaker Scholarships and eligibility requirements, please visit https://scholarsapply.org/lauerfamilyscholarship.

Health Fair and FREE Flu Shots Return October 11

Mark your calendars! The 2017 Team Member Health Fair is set to return on Wednesday, October 11. The annual Health Fair is your opportunity to learn more about health programs and community resources to help improve your well-being and quality of life. Over 35 health experts and vendors will be available to answer your health related questions. Plus, don't miss your chance to enter a variety of prize drawings and take advantage of:

FREE Flu Shots: Flu season is just around the corner - protect yourself with a free flu shot. Flu shots will be administered at the Health Fair on a first-come, first-served basis.

FREE Screenings: A1C (diabetes) and Bone Density.

For more information about this year's event, contact the **Benefits Department at 407-363-8035**

A Sign Language Services Representative will be available from 7:30am - 11:30am. Please note that times, dates, and availability of services are subject to change without notice.

CAN'T GET YOUR FLU SHOT AT THE HEALTH FAIR?

Free flu shots will be available in the Wardrobe hallway the week following the Health Fair. After that time, flu shots can be obtained at TeamCare with a scheduled appointment and will be free to UO Team Members and will be available to third party Team Members at a cost.

Developing Leadership Talent (DLT) Program Graduates 20th Class

Talent Development's Developing Leadership Talent (DLT) Program continues to prepare Leads and Team Captains for potential leadership opportunities by providing them the knowledge and experience necessary for an exempt leadership role.

developing leadership talent

The most recent class of graduates celebrated the completion of the program on August 31. During each week of the program, participating Team Members explored different leadership competencies through classroom sessions and structured on-the-job training at their own venues. Students completed projects that support the program's learning goals and met one-on-one with an assigned mentor regularly to discuss their progress. *Congratulations* to the recent DLT graduates!

Interested in participating in the next DLT round? Stay tuned for details on how you can apply!

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

ACTIVITIES

Registration is required for all Activities - sign up in the Team Member Services Room in B-111.

Book and a Movie - PLUS Meet the Author!

Join UOTMS for Book & a Movie! New York Times Best-selling Author, Charles Martin, will be joining us!

Includes: Book Club discussion, Q&A, Book Signing, and refreshments. Team Members have the option of purchasing a movie ticket for ***The Mountain Between Us*** showing after the book club at AMC CityWalk. Books available in the Team Member Services room.

The Mountain Between Us **Book and a Movie**
Friday, October 20 / 5:30pm / AMC Theater CityWalk
$5 book / $5 movie

Halloween Party Patrol *is baaaack!*

The season of spook is upon us, and the UOTMS Party Patrol is on the move once again with giveaways and treats to keep our Team Members energized and full of Halloween spirit.

... Be on the lookout – you won't want to miss them!

Have You Visited the UOTMS Mobile Van?

Universal Orlando Team Member Services (UOTMS) has gone mobile with an all-new van - bringing UOTMS to you! The UOTMS Mobile Van has been traveling across property and making stops at off-property locations to provide Team Members convenient accesss to their services. Here's what the UOTMS Mobile Van can assist you with:

- Recognition Redemption - turn in your Applause Notes, 'Way to Go', and Safety Bucks for gift cards
- Red Carpet Rate Employment Verification - after making your Red Carpet Rate reservation, pick up your verification
- Sign Up for UOTMS Activities & Sports Leagues
- Replacement Anniversary Pins (payroll deduction may apply)
- General Questions

Be on the lookout for the UOTMS Mobile Van in your area! As a reminder, here's how you can connect with UOTMS, visit:

B-111 (HR Building)
Monday & Friday: 8:00am-5:00pm
Tuesday & Thursday: 8:00am-6:00pm
Wednesday: 6:30am-5:00pm
Saturday: 8:00am-12:00pm
Sunday: Closed

CityWalk Admin Lobby
Wednesday: 9:30am-12:30pm
Friday: 3:00pm-6:00pm
All other days: Closed

UOTMS Mobile Van
travels across property and off-site locations throughout the week

UOTMS Contact Information:
Call: 407-363-8040
Email: UOTMS@universalorlando.com

Learn More!
UOTeam.com/perksandplay

QUICK CUTS

Share Your Celebrations

- Congratulations to **Amanda Cantelli** from Merchandise and Kenny Simmons on their recent engagement.
- Congratulations to **Iris Lee** from Health Services and Paul Lalli on their recent engagement.
- Congratulations to **Chris Russell** from Entrance Operations and Joshua Eads - the couple wed on September 9.
- Congratulations to **Linda Sather** from Entrance Operations and John Sather - the couple celebrate their 35th wedding anniversary on October 2.
- Congratulations to **Lorraine Biernat** from Marketing & Sales and Paul Biernat - the couple celebrate their 25th wedding anniversary on October 3.
- Congratulations to **John Skumin** and **Janine Skumin** from Marketing & Sales - the couple celebrate their 9th wedding anniversary on October 4.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

UOTMS Volleyball League Champs Named!

Congratulations to this year's Volleyball League Champions!

1st Place: Smack Attack
Captains:
Rob Kantor, Diane Chabalik

2nd Place: Wolf Pack
Captains:
Alex Nero, Rodney Brown

Team Member Services thanks all the teams who participated in the league, and hopes to see you next year!

Visit **UOTeam.com/sportsleagues/** for more information about UO's Sports Leagues.

And There's More!

Play Our HUNT 'n FIND Game!

REMEMBER THE SCARES?

1

2

3

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11

12

Can you name the locations of this year's *original content* haunted houses and scare zones at Halloween Horror Nights™ 27 from these haunting photo details?

If you are able to figure out all of the locations, drop off your completed entry at Team Member Services in the HR Building, B-111 by Thursday, October 12. *Keep in mind that answers may be used more than once.*

Our winner will be named in our next issue...good luck!

Name	Work Location	Contact Number / Email

uonews

Sr. Editor / Art Direction **Andy Warren**

Managing Editor **Debbi Compton**

Production and Layout **Doug McKee**

Associate Writer **McLean Alley** **Kyle Fairhurst**

Questions? Comments? Story Ideas? Give us your feedback! E-mail **communications@universalorlando.com**

1000 Universal Studios Plaza • Orlando, FL 32819 | Phone: **407-224-5078** • **www.UOTeam.com**

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GREEN is UNIVERSAL

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